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Contract

Oracle Support Renewal

FINANCIAL OMBUDSMAN SERVICE LIMITED

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016576

Procurement identifier (OCID): ocids-h6vhtk-050678

Published 23 April 2025, 3:04pm

Scope

Reference

ctt_3033

Description

Renew Oracle Policy Automation to maintain use of Navigator, Compass and the rulebase within the billing system, including the ongoing development to provide additional functionality (charging professional representatives).

Contract 1. Oracle software renewal

Supplier

- PHOENIX SOFTWARE LIMITED

Contract value

- £167,898 excluding VAT
- £201,478 including VAT

Below the relevant threshold

Date signed

20 March 2025

Contract dates

- 6 April 2025 to 5 April 2026
- 1 year

Main procurement category

Goods

CPV classifications

- 48800000 - Information systems and servers

Contract locations

- UK - United Kingdom
-

Procedure

Procedure type

Below threshold - unknown

Supplier

PHOENIX SOFTWARE LIMITED

- Companies House: 02548628
- Public Procurement Organisation Number: PLJR-2682-VHWP

Blenheim House York Road

York

YO42 1NS

United Kingdom

Email: bids@phoenixs.co.uk

Website: <http://www.phoenixs.co.uk>

Region: UKE12 - East Riding of Yorkshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Oracle software renewal

Contracting authority

FINANCIAL OMBUDSMAN SERVICE LIMITED

- Companies House: 03725015
- Public Procurement Organisation Number: PGMH-6717-YZGY

Exchange Tower

London

E14 9SR

United Kingdom

Email: procurement.enquiries@financial-ombudsman.org.uk

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government